

Qwest
1801 California St.
Suite 900
Denver, Colorado 80202

NEW APPLICATION



0000103129

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Qwest
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Spirit of Service®

October 20, 2009

2009 OCT 21 A 11:55

Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

T-01051B-09-0502

Dear Sir or Madam:

This filing is being made on behalf of Qwest Corporation (QC), Entity Code T-01051B.

Enclosed for filing with the Commission is an original plus thirteen (13) copies of revisions to Qwest's Exchange and Network Services Price Cap Tariff which establishes a Convenience Fee in connection with certain types of alternative payment options.

A Convenience Fee of \$4.00 will be assessed to residential customers who make one-time payments using electronic funds transfer or with a credit card through a Qwest customer representative or the Qwest voice response unit. A convenience fee of \$1.00 will be assessed for one-time payments made online on the qwest.com web site. This charge for one-time payments will appear on the customer's bank or credit card statement along with the payment amount.

The customer will be informed of the convenience fee charge at the time of the transaction and will have an opportunity to stop the transaction to avoid the convenience fee charge.

The customer can continue to use other bill payment options without incurring the convenience fee. These options include the following:

- payments made through automatic monthly withdrawal from a checking/savings account or a recurring credit card payment;
- payments made by mail;
- payments made at an authorized outside payment agency;
- customers who use their bank's bill paying service.

Qwest respectfully requests that these proposed changes become effective December 14, 2009. However, the charge for one-time payments made through the Voice Response Unit (VRU) will not be available in Qwest's systems until January 11, 2010.

Acknowledgment and date of receipt of this transmittal are requested. A duplicate letter and self-addressed, stamped envelope are attached for this purpose. If you have any questions regarding this filing, please contact me directly.

Sincerely,

Marie K. Larchick

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Enclosures

AZ2009-023

Arizona Corporation Commission
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Issued: 10-20-09

Effective: 12-14-09

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS (Cont'd)

(N)

L. Convenience Fee Charge

In the event a residential customer makes a one-time payment using a credit card or an electronic funds transfer, a Convenience Fee Charge may apply. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential customers enrolled in automatic payment plans, customers who pay their bill by mail or who use their financial institution's bill payment service. This one-time charge will appear on the customer's bank or credit card statement along with the payment amount.

CHARGE

- | | |
|--|--------|
| • Convenience Fee Charge, per occasion
(Live Representative or Voice Response Unit) [1] | \$4.00 |
| • Convenience Fee Charge, per occasion
(Web/Online) | 1.00 |

[1] The Voice Response option for payment allows the customer to default to a live representative for assistance.